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AUTHOR	Craig, Ford M., Ed.
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ABSTRACT

This document describes the development of the Mid-Plains Community College Area (MPCCA) community services outcomes and measurement instrument, and presents a summary of survey results from the 1997-98 year. As part of MPCCA's role and mission, students in continuing education will expand occupational, intellectual, cultural, social, and/or personal development; and students in continuing education courses or workshops that are customized for employers will achieve training as agreed with requesting business, industry, organization, or agency. To provide one measure of the stated outcomes common to all three MPCCA campus locations, a survey instrument was jointly developed. Students completed the survey at the close of their respective workshops in the 1997-98 academic year, and results indicated that those who took non-credit workshops or classes were (on average) very satisfied with their instructors and reasonably satisfied with the workshop content and material. (Contains the survey instrument.) (YKH)

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Institutional Research Memo 151
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MPCCA Community Services Data

Ford M. Craig
Editor

Mid-Plains Community College Area
Office of Institutional Research

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JC 980 302

Institutional Research Memo 151
Summer 1998

MPCCA Community Services Data

The purpose of this memo is to (1) briefly describe the development of MPCCA community services outcomes and a measurement instrument and (2) present a summary of survey results from the 1997-98 year.

Development of Outcomes and Survey Instrument

Community services/continuing education is part of MPCCA's role and mission, and as such, is included in the MPCCA Assessment Plan. In the spring of 1993, MPCCA's deans of community services developed two curriculum outcomes:

1. Students in credit/noncredit continuing education will expand occupational, intellectual, cultural, social, and/or personal development.

2. Students in credit/non-credit continuing education courses/workshops which are customized for employers and organizations will achieve training outcomes as agreed with requesting business, industry, organization, or agency.

To provide **one measure** (common to all three campus locations) of the stated outcomes, the MPCCA director of institutional research and the three deans of community service met in June of 1993 and jointly developed a survey instrument (see Appendix). The instrument received limited use and was refined during the 1993-94 academic year. By the spring of 1994, it appeared that the MPCCA community services deans were generally satisfied with the survey as an assessment tool, and it has been regularly used since that time.

Summary of Survey Results From the 1997-98 Academic Year

During the 1997-98 academic year, a total of 761 community services Surveys were completed by non-credit students across the **Area.*** Analysis of the surveys and reporting of the results were conducted in the following manner.

Each community service dean provided the appropriate number of survey copies to each non-credit instructor. At the close of the workshop, students completed the survey, returned them to the dean, and dean sent them to the institutional research office to be tabulated and summarized. After the surveys were processed, the director of research returned a copy of the summary results to each community service dean. Thus, results were specific to a particular on or off-campus location and to a particular instructor.

After close of fiscal year on June 30,1998, summary statistics for non-credit offerings at MCC and MPCC McDonald-Belton were prepared. Results follow.

Summary Statistics for Non-credit offerings at MCC

Location: MCC - 1997-98

Rank	No. Stu	Course-Related Comm Serv Survey Items	Satisf. Ave.	S. D.
1	381	Overall content of the course/workshop	4.30	0.75
2	379	Effective utilization of the course time	4.28	0.87
3	380	Effectiveness of the teaching methods, activities, and media	4.24	0.81
4	379	Usefullness of the course/workshop materials, handouts.	4.21	0.82
5	381	The content of the course/workshop meets my needs.	4.12	0.86
6	357	Length of the workshop/course	4.10	0.86

Location: MCC - 1997-98

Rank	No. Stu	Instructor-Related Comm Serv Survey Items	Satisf. Ave.	S. D.
1	379	Instructor was enthusiastic and interested in teaching	4.64	0.60
1	378	Overall rating of instructor	4.64	0.60
3	377	Instructor's flexibility and sensitivity to student's needs.	4.53	0.67
4	379	Instructor's organization and preparation of course material.	4.52	0.68
4	380	Instructor's organization and preparation of course material.	4.52	0.71
6	378	Instructor encouraged student participation	4.49	0.72

Summary Statistics for Non-credit offerings at MPCC - McDonald-Belton

Location: McDonald-Belton - 1997-98

Rank	No. Stu	Instructor-Related Comm Serv Survey Items	Satisf. Ave.	S. D.
1	259	Overall content of the course/workshop	4.45	0.78
2	259	Effectiveness of the teaching methods, activities, and media	4.39	0.78
3	256	Effective utilization of the course time	4.30	0.77
4	258	Usefullness of the course/workshop materials, handouts.	4.29	0.81
5	259	The content of the course/workshop meets my needs.	4.22	0.88
6	242	Length of the workshop/course	4.05	0.85

Location: McDonald-Belton - 1997-98

Rank	No. Stu	Instructor-Related Comm Serv Survey Items	Satisf. Ave.	Stu. Dev.
1	254	Instructor was enthusiastic and interested in teaching	4.74	0.53
2	255	Overall rating of instructor	4.60	0.64
3	255	Instructor's ability to stimulate interest In the subject	4.52	0.70
4	254	Instructor's organization and preparation of course material.	4.48	0.74
4	249	Instructor's flexibility and sensitivity to a students needs.	4.48	0.80
4	247	Instructor encouraged student participation	4.48	0.82

Summary Comments

1. For the period of time under consideration, it appears that MPCCA patrons/students who took non-credit workshops/classes were, on the average, very satisfied with their instructors and reasonably satisfied with the workshop content/material.

* Note: In some situations, an employer will request that their own in-house survey be used. The deans of community service honor these requests and do not use the MPCCA survey.

APPENDIX A

SURVEY INSTRUMENT

Do not mark outside this line

COURSE/WORKSHOP NAME: _____

LOCATION: _____

INSTRUCTOR'S NAME: _____ DATE _____

COURSE/WORKSHOP EVALUATION

INSTRUCTIONS
USE NO 2. LEAD PENCIL TO FILL IN BLANKS

Please rate the following item using the following scale :
1 -- Marginal
2 -- Fair
3 -- Satisfactory
4 --Good
5 --Excellent
N\A-Not applicable

1.Course/Workshop Evaluation

	1	2	3	4	5	N/A
a. Overall content of the course/workshop	☐	☐	☐	☐	☐	☐
b. The content of this course/workshop meets my needs	☐	☐	☐	☐	☐	☐
c. Usefullness of the course/workshop materials, handouts etc.	☐	☐	☐	☐	☐	☐
d. Effectiveness of the teaching methods activities and media	☐	☐	☐	☐	☐	☐
e. Effective utilization of course/workshop time	☐	☐	☐	☐	☐	☐
f. Length of the course/workshop (if marginal or fair please suggest an appropriate length _____	☐	☐	☐	☐	☐	☐

2. Instructor Evaluation

	1	2	3	4	5	N/A
a. Instructor's organization and preparation of course/workshop material	☐	☐	☐	☐	☐	☐
b. Instructor's ability to stimulate interest in the subject	☐	☐	☐	☐	☐	☐
c. Instructor encouraged student participation	☐	☐	☐	☐	☐	☐
d. Instructor's flexibility and sensitivity to student's needs	☐	☐	☐	☐	☐	☐
e. Instuctor was enthusiastic and interested in teaching	☐	☐	☐	☐	☐	☐
f. Overall rating of instructor	☐	☐	☐	☐	☐	☐

3. What was your general impression of this class? How is the training valuable to you?

_____

_____

_____

4. Did the instructor demonstrate the material clearly? What would be some suggestions you could give to him/her to help improve the course? Are there any other comments you would like to make?

_____

_____

_____

Please list other courses/workshops you would be interested in taking if offered by MPCC/MCC

_____

_____

_____

**********THANK YOU FOR ASSISTING US IN OUR SURVEY!**********

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